

Complaints & Appeals

Why do we have a complaints and appeals procedure?

We want to provide a way where we can all work together to focus on our customers and give them excellent service. We always try to improve our services but know that sometimes things may go wrong or are thought to have gone wrong. When they do, we want to put them right. This leaflet tells you what to do if you have a complaint about our service or want to appeal about a decision we have taken.

We will not consider complaints which are, in our opinion, unreasonable or frivolous.

Who can complain?

Anyone who receives a service from us can use the formal complaints and appeals procedure; this includes:

- Tenants
- Residents
- Leaseholders
- Shared owners
- Applicants
- Home owners
- Home owners in receipt of domiciliary care
- Home improvement service customers

Our complaints procedure is also open to anyone acting on a customer's behalf – with their written permission, for example Tenants' Associations, Local Councillors, Members of Parliament, Citizen's Advice Bureaux, Advocates.

What can you complain about?

Our complaints policy gives a customer focused open and prompt solution to any complaint. We encourage customers to ask us to reply to their concerns if, in their opinion, we have:

- Treated them unfairly, unreasonably, incompetently or in an inappropriate manner
- Failed to give any service or relevant information or to carry out a duty or promise in line with our procedures

Customers may also appeal against a decision, for example, if we did not take into account all relevant facts, or if we did not follow our own rules, policies or procedures.

What can you not complain about?

Our complaints policy does not treat the following as complaints:

- A first request for service, information or an explanation of our policies and procedures
- An issue that is over one year old
- Complaints from staff (this is covered by our grievance procedure)
- Disagreements between customers concerning nuisance or harassment (this is covered by our neighbour nuisance and harassment procedures) unless the complaint refers to our failure to handle the dispute properly
- A claim being dealt with by our insurers
- Where a customer is taking legal action against us. If we receive a 'letter before action' from a customer's legal adviser, we will take this as the trigger to suspend the complaints process. A 'letter before action' is a letter which sets out the nature of the complaint and expresses the serious intention to start formal legal proceedings unless a satisfactory reply is provided by a certain date.

When you first experience a problem ...

If you are unhappy with any aspect of our service, we ask that you first contact the member of our staff who usually deals with these services. If you do not know who to contact, refer to the list below. A simple phone call to the right person can quickly sort out many problems. We will acknowledge any communication within 10 working days.

Who to contact first

FOR PROBLEMS WITH:	CONTACT	PHONE NUMBER
<ul style="list-style-type: none">● Application for housing● Offer of a property● Transfer application● Supported housing	Either: Housing Administrator (Essex) or Housing Administrator (London) or Support Admin Team	020 8475 0033
<ul style="list-style-type: none">● Your tenancy	Housing/Project Manager London/Essex	08457 023420
<ul style="list-style-type: none">● Rent Arrears	Income Management	08457 023420 option 2
<ul style="list-style-type: none">● Repairs● Contractors● Other services	Repairs Help Desk	020 8548 2500 option 1
<ul style="list-style-type: none">● Conduct of Springboard Staff	Customer Relations Manager	020 8548 2592

What if you still remain unhappy?

If the person listed on page 5 has not sorted out your problem to your satisfaction, you can then make a formal complaint in any of the following ways.

- In person
- In writing
- By phone
- By using a complaints form
- By internet e-mail (info@springboardha.org.uk)
- By fax
- By website complaints page (www.springboardha.org.uk)
- In any language

You should say you want to make a formal complaint, See stage 1 on page 7.

If you need help to write down your complaint, or an interpreter to explain the procedure to you, please tell us and we will make the necessary arrangements.

You will need to follow the stages set out overleaf. If you miss any of the stages, we will normally refer your complaint back to the person you should have contacted.

Report Form

Send to Customer Relations & Communications at:
Springboard Housing Association Ltd,
Springboard House, 2A Cloughton Road, London E13 9PN

Name(s):

Address:

Have you contacted someone about this problem before?

No

Yes

If so, who did
you write or
speak to?

When was this?

Please give details of your complaint in the space below.
(You can use extra sheets if you need more space).

Cut here and send us the Report Form only

Please tick **one** box below that you feel best describes your ethnic origin.

White

British

Irish

Other

1

2

3

Mixed

White & Black Caribbean

4

White & Black African

5

White & Asian

6

Other

7

Asian or
Asian British

Indian

8

Pakistani

9

Bangladeshi

10

Other

11

Black or
Black British

Caribbean

12

African

13

Other

14

Chinese or
other ethnic group

Chinese

15

Other

16

Refused

17

Are you (please tick)

Male

Female

Signature(s)

Print Name

Date

You have two months at every stage to request a move to the next stage. If you do not request this, we will consider your complaint closed.

Stage 1 - Making your complaint

Make your formal complaint to the Customer Relations & Communications Department at the address below. They will make sure that the manager in charge of the service you are complaining about investigates your complaint. They will also record your complaint and within three working days send you an acknowledgement of this. You will receive a full written reply within 10 working days.

Please return your completed form to:

Customer Relations & Communications Department
Springboard Housing Association Ltd.
Springboard House
2a Cloughton Road, London, E13 9PN

Phone: 020 8548 2592

Website: www.springboardha.org.uk

Email: CustomerRelations@springboardha.org.uk

Stage 2 - Review

If you are not satisfied with the manager's response, please contact the Customer Relations team who will make sure that the appropriate head of service or director deals with your complaint. The head of service or director will look into the matter and respond within 10 working days.

Stage 3 - Appeal to the board

If you are still not satisfied, a panel made up of members of our Board of Management can consider your complaint. They are independent of our staff and have a range of specialist skills and knowledge. If your complaint reaches stage 3, we will send you details of how to proceed.

You may bring with you a colleague, or friend to support you in your appeal. However as this is not a legal procedure, you may NOT bring a solicitor or legal representative with you as we will not have one present. If you decide to appeal we will give you a copy of the full procedure.

The timescales given for replies at all stages of the complaints procedure are targets and are not absolute deadlines. There may be occasions when we, for a number of reasons, are unable to meet those targets. If this is the case, we will write to you to let you know the reason for the delay and to give you a new date.

COMPENSATION

If we award you compensation at any stage, we will firstly use it to settle any outstanding debt with us. (For further information ask for a copy of our compensation policy.)

Who else can help?

You may wish to ask for independent advice at any stage of our procedure. For independent advice, you can contact:

- Citizens Advice Bureau
- Housing Advice Centre
- Law Centre

You may also complain to the following:

- Local Councillor – via your local Town Hall
- Member of Parliament – via the House of Commons, London, SW1 0AA
- County Court (if you wish to make a complaint of gender or racial discrimination against us). Please note any such complaint must be within 6 months of the incident about which you are complaining.

If you have completed all these stages and remain unhappy, you can ask the **Independent Housing Ombudsman Service** to take up your complaint on your behalf. You can write to them at:

Norman House, 105-109 Strand, London, WC2R 0AA
Tel: 020 7836 3630 Fax: 020 7836 3900
Lo-call: 08457 125973 E-mail: ombudsman@ihos.org.uk

MEDIATION OR ARBITRATION

In special circumstances we may consider using mediation or arbitration to resolve a disagreement between a customer and us.

Niniejszy dokument zawiera informacje o procedurze składania zażaleń. Jeżeli potrzebujesz aby całość lub część tego tekstu były przedstawione większą czcionką, w języku Braille'a, na nośniku CD, na kasecie audio lub zostały przetłumaczone na Twój język ojczysty, prosimy o kontakt pod podanym niżej numerem.

Polish

ਇਹ ਦਸਤਾਵੇਜ਼ ਸ਼ਿਕਾਇਤ ਕਰਨ ਬਾਰੇ ਜਾਣਕਾਰੀ ਦਿੰਦਾ ਹੈ। ਜੇ ਤੁਸੀਂ ਇਸ ਜਾਣਕਾਰੀ ਦੇ ਕਿਸੇ ਹਿੱਸੇ ਨੂੰ ਬੋਲ, ਸੀਡੀ, ਆਡੀਓ ਟੇਪ ਵਿੱਚ ਚਾਹੁੰਦੇ ਹੋ ਜਾਂ ਆਪਣੀ ਭਾਸ਼ਾ ਵਿੱਚ ਸਮਝਣਾ ਚਾਹੁੰਦੇ ਹੋ, ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਹੇਠਾਂ ਦਿੱਤੇ ਗਏ ਨੰਬਰ 'ਤੇ ਸਾਨੂੰ ਸੰਪਰਕ ਕਰੋ।

Punjabi

Ovaj dokument daje informacije o podnošenju žalbe. Ako su vam ove informacije potrebne na azbuci za slepe (Braille), na CD disku, audio traci ili objashnjene na svom jeziku, molimo obratite nam se na ispod navedeni broj.

Serbian

Dokumentigan wuxuu ku saabsan yahay in la qoro cabasho. Haddaad u baahan tahay warkan afkaaga-hooyo, afka loogu talagalay dadka aan arki karaan – afka faraha ama CD-ga ama ajeladda rekorka nala xirir. Namberkan isticmaal.

Somali

இந்த ஆவணம் புகார் முறையீடு செய்வது பற்றிய தகவல்களை அளிக்கின்றது. இந்தத் தகவல்களின் எந்தப் பகுதியாவது உங்களுக்கு, பிரெயில் முறையில், குறுவட்டில், ஒலிநாடவில் அல்லது உங்கள் சொந்த மொழியில் தேவைப்பட்டால் தயவு செய்து கீழ்க்கண்ட எண்ணில் எங்களைத் தொடர்பு கொள்க.

Tamil

یہ دستاویز شکایت کرنے کے بارے میں معلومات فراہم کرتا ہے۔ ان معلومات کے کسی حصہ کی اگر آپ کو بریل، سی ڈی، آڈیو ٹیپ یا اپنی زبان میں وضاحت کی ضرورت ہو تو، براہ کرم ہم سے نیچے دیے گئے نمبر پر رابطہ کریں۔

Urdu

Phone: 08457 023 420

See inside for translation

অনুবাদের জন্যে ভিতরে দেখুন

तरजूमा माटे अंदर जूओ

ट्रांसलेशन के लिये अंदरनी पृष्ठ देखें

سهیری ناوه وه بکه بو وه رگیرانه کان

Ji bo wergeran li hundir binêrin

Tłumaczenia są zamieszczone wewnątrz

उरनमिआं लयी अंदर देखे

Gudaha turjumaadda ka fiiri

Pročitajte poglavlje o prevodima

ترجمه اندر ملاحظه کریں

Springboard Housing Association Ltd
2A Cloughton Road
London E13 9PN

Phone: 020 8475 0033

Fax: 020 8503 4286

DX 145280 Plaistow 2

Minicom: 0845 1304119

E-mail: info@springboardha.org.uk

Website: www.springboardha.org.uk

springboard

Part of the Genesis Housing Group



business for neighbourhoods



INVESTOR IN PEOPLE



CUSTOMER SERVICE EXCELLENCE

Housing Corporation Number: LH0121. Industrial and Provident Societies Number: 20015R.
Registered office: Springboard House, 2A Cloughton Road, London, E13 9PN
Springboard Housing Association Limited is an exempt charity.